

Customer Care Senior Officer

We are looking for a **Customer Care Senior Officer** to join our dynamic team.

Job details

Job type: Full-time Permanent

Location: **Athens, Greece**

Apply via email to: recruitment@atticabank.gr

About the job

As a Customer Care Senior Officer, reporting to the Digital Banking Director, you will be responsible for overseeing the outsourced call center partner. Key responsibilities include communicating customer service goals, evaluating team progress through data analysis and collaborating with the Bank's stakeholders to define projects and priorities for enhancing customer care objectives across the workforce.

The position requires close collaboration with other departments within the Bank, including Retail and Corporate Banking, Product Divisions, Digital Banking, IT, Legal Services and Regulatory Compliance, to capture business needs and create specific goals and priorities.

The ideal candidate should be an experienced customer care professional with team management skills, proficient problem-solving abilities and excellent communication skills with customers, team members and other stakeholders.

Responsibilities

- Supervises and supports the Call Center operations, ensuring clarity around goals and priorities based on the organization's objectives
- Sets and communicates goals and priorities and uses data to monitor and measure performance
- Monitors SLAs agreed between the bank and the partner as well as tracking key performance indicators and providing timely feedback to enhance productivity and quality of service
- Organizes regular training sessions to improve teams' skills related to customer service, products, services and processes
- Collaborate with internal stakeholders towards enhancing customer experience and improving service levels offered
- Develops and implements new or improves existing business policies and processes

- Be updated on the Bank's products, promotions, policies and changes
- Investigates and handles escalated, complex customer service issues to ensure proper and timely resolution
- Communicates effectively downward and upwards within the Bank
- Be updated on the customer care trends, tools and practices on a local and global level.

Qualifications

- Bachelor's degree preferably in Business Management or other related field
- At least five years of similar professional experience in a customer service setting, in the financial/banking sector
- Previous experience managing external partners will be considered an asset
- Exceptional communication skills in English, both verbal and written
- Experience working with demanding targets and tight deadlines
- Results-driven approach to problem-solving
- Analytical thinking with the ability to extract information from data
- Self-motivated, creative and strategy-oriented
- Ability to work under pressure
- A results-oriented spirit and a "hands-on" mentality.

About Attica Bank

Attica Bank S.A was established in 1925 and is a dynamic financial services company, with a network of 37 branches located in the main cities of Greece.

Attica Bank offers the full range of banking products and services, including investment and bancassurance products, serving all major market segments like individuals, small & medium enterprises and large companies. We recognize that our people are our strength, and the diverse talents they bring to our workforce are directly linked to our success. We are an equal opportunity employer and place a high value on diversity and inclusion.

More information about the Bank is available on our website www.atticabank.gr/

We respect your personal data

Attica Bank, taking into account that the personal data of candidate employees is of great importance, informs you in accordance with Regulation (EU) 2016/679 and the relevant provisions of the applicable Greek legislation for the protection of personal data, in its capacity as controller of the type of personal data it collects, the reason they are collected and processed and how long they are retained here: bit.ly/3uUXmR3